



STATE OF TENNESSEE
Department of Finance and Administration, Division of TennCare
REQUEST FOR PROPOSAL # 31865-00644
AMENDMENT 1 FOR NATIONAL CORE INDICATOR ADULT AND CHILD
AND FAMILY SURVEY ENTITY

DATE: July 28, 2023

RFP # 31865-00644 IS AMENDED AS FOLLOWS:

- 1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT	TIME (central time zone)	DATE
1. RFP Issued		June 7, 2023
2. Disability Accommodation Request Deadline	2:00 p.m.	June 12, 2023
3. Pre-response Conference	1:00 p.m..	June 20, 2023
4. Notice of Intent to Respond Deadline	2:00 p.m.	June 21, 2023
5. Written "Questions & Comments" Deadline and Organizational Conflict of Interest Deadline	2:00 p.m.	July 7, 2023
6. State Response to Written "Questions & Comments"		July 28, 2023
7. Response Deadline	2:00 p.m.	August 11, 2023
8. State Completion of Technical Response Evaluations		September 1, 2023
9. State Opening & Scoring of Cost Proposals	2:00 p.m.	September 5, 2023
10. Negotiations (optional)		September 7, 2023 through September 8, 2023
11. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection		September 25, 2023
12. End of Open File Period		October 2, 2023
13. State sends contract to Contractor for signature		October 5, 2023
14. Contractor Signature Deadline	2:00 p.m.	October 12, 2023

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

No.	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
1.	Section A.3.	38	a. Should the bidder include cost for translations of member outreach communications and/or the survey website? b. If so, can you specify in which languages materials should be translated?	Yes, and at a minimum material should be in Spanish.
2.	Section A.3.	38	Should the bidder include cost in the cost proposal for mailing notification letters to randomly selected members about data collection?	Yes, this is part of the cost proposal included in RFP Attachment 6.3 pre-survey project preparation and planning for implementation of NCI-IPS and NCI-CFS survey cycles
3.	Section A.3.h	39	a. What type of consent is required prior to survey administration? Will the state require verbal or written consent? b. If written, will an e-consent procedure be acceptable? c. What type of consent is required, if any, from legal guardians prior to contacting members?	Members will be contacted by a member of the survey team via telephone to schedule a virtual or in-person survey for the NCI-IPS. During that initial phone contact, the surveyor will obtain verbal consent. Prior to administering the survey, the surveyor will again obtain verbal consent from the member and legal representative, if applicable, prior to beginning the survey.
4.	Section A.4.	39	How many state-specific items is TennCare planning to add to the NCI-IPS survey instrument?	NCI allows for States to have up to ten state-specific question to the survey. To date, TennCare has not added any, however there are plans to do so in the future. The specific items and numbers of items have not yet been determined.
5.	Section A.4.	39	Will the SDS module (i.e., Self-Direction Module) be included in the NCI-IPS survey?	TennCare does not plan to include the Self-Direction module this 2023-2024 cycle but will consider implementing it in future cycles.
6.	Section A.4.a	39	a. How many background items (approximately) need to be added to the survey to ask of members? b. How many background items (approximately) will need to be provided by MCOs?	Background information is not currently collected through an interview with the member. Background information is primarily gathered through the administrative member record review. The MCOs directly enter the background information into ODESA for the ECF sample and oversample.
7.	Section A.4.a.1/2	39	a. Is there further stratification for the IPS survey (e.g., regional, demographic, etc.)? b. If so, what are the strata and targets?	The evaluation factor predictively accounts for additional strata to capture health equity measures. There will likely be additional strata added to expand to health equity measurement capabilities in accordance with CMS's proposed HCBS Quality Measure Set.

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8.	Section A.5.	40	a. Should the bidder assume virtual or in-person training for the development of the cost proposal? b. If in-person, will the state provide the location, or will the contractor be responsible for facility cost?	The training may be conducted virtually. The Contractor will be responsible for in-person training costs.
9.	Section A.5.d	40	We usually do not utilize direct entry into ODESA for MCOs. Instead, we use a user-friendly tool that guides MCO staff through relevant questions only. May the bidder provide narrative of this potential alternative in their response?	Currently the practice of having the MCOs perform direct entry for the Background and Pre-survey information has been successful. However, we would entertain the possibility of using different methods to facility data entry. The ability to do this would be very dependent on MCO capabilities and the sharing of private PHI information.
10.	Section A.9.	41	What is the target number of completed surveys needed for the NCI-CFS survey?	Approximately 300 for the next cycle.
11.	General		If applicable, who are the incumbent vendor(s) providing services and how long has each vendor been contracted?	Not applicable. This is a new competitive procurement.
12.	General		What is the annual spend associated with these services currently?	See response to #11. This is a new competitive procurement that has not generated any spend.
13.	General		If the State is currently contracting with a vendor(s), have your current vendor(s) met expectations around key deliverables?	There are no current TennCare Contracts for this service.
14.	RFP Attachment 6.2, Section B, Item 15		Section B, item 15 states to provide an estimated level of participation by business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities and small business enterprises. Can the State please confirm if there is a minimum percentage bidders must include for participation by diverse business enterprises?	The State has no minimum percentage associated to a Respondent's commitment to diversity.
15.	RFP Attachment 6.2, Section B, Item 15		Can the State please confirm if there is an incentive to include participation by diverse business enterprises described in Section B, Item 15?	There is no set amount of points associated with Section B, Item 15. Section B is scored holistically by each evaluator. Additionally, there is no mandated percentage in the state of Tennessee, each agency has set their own diversity goals.
16.	RFP Attachment 6.2, Section B, Item 15		Can the State confirm if a bidder can enter "0%" in response B.15.c.i and still be considered a responsive bidder in the evaluation?	Confirmed.
17.	RFP Section 3.2, Response Delivery		If a bidder chooses to submit the bid following the Email Submission instructions outlined in Section 3.2.2.2, can the State please confirm the bidder does not need to also submit their bid following the Digital Media submission instructions outlined in Section 3.2.1.1?	Confirmed. If a Response is submitted as outlined in RFP Section 3.2.2.2 E-Mail Submission, RFP Section 3.2.1.1. Digital Media Submission does not have take place. Please see RFP Section 3.2.3. for clarity around submitting via email. In addition, if a Respondent believes the email submission will exceed allowable size limits (25 MB), an email can be sent to the

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				Solicitation Coordinator no later than 24 hours in advance of the Response deadline to request a cloud upload link for submission.
18.	RFP Section 3.2.2.2, Email Submission		Can the State confirm if a bidder chooses to follow the email submission instructions outlined in Section 3.2.3 that they can disregard the digital media submission instructions?	See response to #17 above.
19.	RFP Section D.32, Insurance		Are bidders required to provide a certificate of insurance with their bid?	RFP section 4.6. Insurance specifics that only the awarded Contractor must provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in the State of Tennessee.
20.	RFP Section D.8, Conflicts of Interest		If the contractor currently holds a contract with a Managed Service Provider to perform clinical staffing in the State of Tennessee, is this considered a conflict of interest?	All respondents must produce any potential conflict of interest disclosures by the date listed within the RFP Schedule of Events #5 or immediately after becoming aware of a new potential conflict of interest. Additionally, Conflict of Interest disclosures are required in RFP Attachment 6.2 Mandatory Requirements (A.2.). Please see CPO Policy 2013-009 (Business Conduct and Ethics Policy and Procedures) for more detail.
21.	Attachment 6.6, Pro Forma Contract		Requirement A.4.g states to "Provide MCOs with user log-ins with passcodes for ODESA in order to protect survey participant anonymity." Can the State provide clarification on why MCOs have access to the surveys and ODESA if they are meant to be anonymous?	The MCOs have access to the pre-survey and Background information for the ECF CHOICES members in the sample and oversample, and they enter this information into ODESA prior to the survey administration commencing. The passcodes allow the MCO to enter member specific information needed for survey initiation that is then de-identified within ODESA. The MCOs do not have access to the anonymous survey data that is collected and entered by the vendor. The MCOs have limited access only to enter Background and Pre-survey information in ODESA as surveys that are assigned to them. Once the Background Information and Pre-survey information are entered for a particular member, that survey is transferred to the surveyor and the MCO will no longer have access to that information.
22.	RFP Cost Section		Can the State please confirm that cost is scored based on the total sum of the evaluation cost amounts for 11/1/23-10/31/25 and 11/1/25-10/31/28 together?	Yes, the cost score is based on the total sum of the evaluation cost amounts for the applicable date periods.

3. RFP Amendment Effective Date. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.